

TABLE OF CONTENTS

APPROVAL SHEET	iv
MOTTO	vi
ACKNOWLEDGMENTS	vii
TABLE OF CONTENTS	ix
LIST OF ABBREVIATION	xi
ABSTRACT.....	xii
INTISARI	xiii
CHAPTER I.....	1
INTRODUCTION	1
1.1. Background of Choosing the Subject.....	1
1.2. Research Questions	3
1.3. Objectives of the Study.....	3
1.4. Focus and Scope of the Study.....	3
1.5. Literature Review.....	4
1.6. Theoretical Framework.....	8
1.6.1. Pragmatics.....	8
1.6.2. Speech Acts.....	8
1.6.3 Complaint Strategies.....	10
1.6.4 Reasons of Complaints.....	12
1.7. Method of the Research	13
1.7.1. Method of Collecting Data.....	13
1.7.2. Method of Analyzing Data.....	14
1.8 Presentation	16
CHAPTER II.....	15
CATEGORIES OF COMPLAINT STRATEGIES AND REASONS IN <i>ENOLA HOLMES</i>.....	15
2.1 Complaint Strategies found in <i>Enola Holmes</i> movie	15
2.1.1 Hints (strategy 1).....	17
2.1.2 Annoyance	19
2.1.3 Ill Consequences (strategy 3).....	22



2.1.4 Indirect Accusation (strategy 4).....	22
2.1.5 Direct Accusation.....	24
2.1.6 Modified Blame (Strategy 6)	26
2.1.7 Explicit condemnation of the accused's action (strategy 7)	29
2.1.8 Explicit condemnation of the accused as a person (Strategy 8).....	31
2.2 Reasons of Complaints.....	32
2.2.1 Behaviour	34
2.2.2 Physical appearance	36
2.2.3 Attitude	38
2.2.4 Situation	39
CHAPTER III	45
CONCLUSION	45
REFERENCES.....	48
APPENDIX.....	50